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BRENDA 5~~ATTACHMENT A. Clean Copy of Pending Claims~~

46. A method of processing a complaint, comprising:

automatically receiving information from a complainer including information identifying the complainer,

automatically providing data previously received from a complaine to the complainer,

automatically receiving additional information, if any, from the complainer after providing the previously received data to the complainer,

automatically preparing the complaint based on the information and any additional information received from the complainer,

automatically presenting the prepared complaint to the complainer for approval to generate an approved complaint, and

01 automatically forwarding the approved complaint, including the information identifying the complainer, to the complaine.

47. The method of claim 46, wherein the prepared complaint includes emotional state information relating to the complainer.

48. The method of claim 46, wherein the prepared complaint includes indications of at least two remedies desired by the complainer.

49. The method of claim 46, wherein the prepared complaint includes statements in first person language based on information received from the complainer that was not in first person language.

50. The method of claim 46, wherein the data previously received from the complaine relates to the complaine's complaint handling policy.

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51. The method of claim 46, further comprising docketing the approved complaint for predetermined actions at predetermined times.

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52. The method of claim 46, further comprising providing a response from the complaine to the complainer.

53. The method of claim 52, further comprising automatically preparing a case summary based on the complaint and the response.

54. The method of claim 46, further comprising providing data relating to other complaints to the complainer prior to preparing the complaint.

55. A method of processing a complaint, comprising:
automatically receiving information from a complainer including information describing the complaint, information relating to an emotional state of the complainer, and information identifying the complainer,

automatically preparing the complaint including emotional state information based on the information received from the complainer,

automatically presenting the prepared complaint to the complainer for approval to generate an approved complaint, and

automatically forwarding the approved complaint to the complaine.

56. The method of claim 55, further comprising providing data previously received from the complaine to the complainer prior to preparing the complaint.

57. The method of claim 56, wherein the data previously received from the complaine relates to the complaine's complaint handling policy.

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58. The method of claim 55, wherein the prepared complaint includes indications of at least two remedies desired by the complainer.

59. The method of claim 55, wherein the prepared complaint includes statements in first person language based on information received from the complainer that was not in first person language.

60. The method of claim 55, further comprising docketing the approved complaint for predetermined actions at predetermined times.

61. The method of claim 55, further comprising providing a response from the complaine to the complainer.

62. The method of claim 61, further comprising automatically preparing a case summary based on the complaint and the response.

63. The method of claim 55, further comprising providing data relating to other complaints to the complainer prior to preparing the complaint.

Claims 64-81 are cancelled.

82. A method of processing a complaint, comprising:
automatically forwarding a complaint approved by the complainer to a first complaine,
automatically detecting that the first complaine caused the complaint to be forwarded to
a second complaine,
automatically detecting that the second complaine indicated that the complaint should be
forwarded to the first complaine, and
automatically initiating a procedure to determine which of the first complaine and
second complaine is responsible for substantively responding to the complaint.

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83. The method of claim 82, wherein the procedure includes sending a notice to the first and second complainees requesting that they determine which of them is responsible for substantively responding to the complaint.

84. The method of claim 82, wherein the procedure includes automatically selecting one of the first and second complainees to substantively respond to the complaint.

85. A method of processing a complaint, comprising:
automatically receiving information from a complainer including information relating to a problem experienced by the complainer and information identifying the complainer,
automatically suggesting a remedy to the complainer,
automatically receiving a response to the suggested remedy,
automatically preparing the complaint based on the information and the response received from the complainer,

automatically presenting the prepared complaint to the complainer for approval to generate an approved complaint, and

automatically forwarding the approved complaint to the complaine.

86. The method of claim 85, wherein the prepared complaint includes emotional state information relating to the complainer.

87. The method of claim 85, further comprising docketing the approved complaint for predetermined actions at predetermined times.

88. The method of claim 85, further comprising providing a response from the complaine to the complainer.

89. The method of claim 85, further comprising providing data relating to other complaints to the complainer prior to preparing the complaint.